

# System Map 2, Feedback Loops

Document Control # 10078SUPPORT FOR (AGENCY): DFRFOCUS AREA: Receiving Applications

FEEDBACK LOOPS:

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<u>Suppliers</u>	<u>Inputs</u>	<u>Processes/Functions</u>	<u>Outputs</u>	<u>Customers</u>
Local Office Staff Enrollment Centers-Hoosier Healthwise (HHW) Children's Special Health Care Services (CSHCS )applications  <a href="http://www.in.gov/(2400)">www.in.gov. (2400)</a> Hospitals-Hospital Care for the Indigent (HCI) Elig. Assistance Companies (i.e., Monte Grp) (2400)  Prison Liasion (2400)  First Steps (HHW) (CSHCS) applications) Council on Aging-Qualified Medicare Beneficiary (QMB) Division of Child Services (DCS)  Residential Care Facilities Applicant  Authorized Rep	Applications for:  2400 for Cash/FS/MA  HCI1 for HCI FI2030 for HHW FI2033 for QMB  Combined Appl. Form CSHCS RCAP (BAIS0050 application) for Assitance for Residents of County Homes (ARCH)/Room and Board Assistance (RBA)  Applicants personal info.  Mail Fax  Walk in-Drop of	<u>Primary</u> Receive Application at Local Office  Date stamp application day it is received Pre-screen indiv. In ICES-IQIS & IQAI e.g., IQIS - links to previous RID if applicable e.g., IQAI - Address Inquiry to determine if other household member has or is applying Distribute open case to CW (including across county lines as applicable) Start ARAD- App Process (new or re-applying cases only) e.g. Complete ICES Screens Explain general program guidelines & answer general questions Set up appointment /give notice Get client signature on AR summary report if in office	Complete appl.  Manually logged into log book Worker Assignment (CW or pre- screener)  Estab. Appl Date (Start Date)	Applicants  Pre-screener  Caseworkers

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Nursing Homes		<p>Prepare case file or get closed file</p> <p>Forward application to CW (initiates CW involvement for new or re-applying cases only)</p> <p><b>**Note</b> there are programs offered through DFR that do not use ICES for eligibility determination. For Example: Burial Assistance, HCI, CSHCS, RCAP, IV-E FC &amp; AAP. (next level)</p> <p>Assist Client with completing the application, if necessary</p> <p>Language interpretation services through language line service</p> <p><b><u>Supporting -Functions:</u></b></p> <p>ICES -inquiry</p> <p><b>Social:</b></p> <p>Assistance with completing the application.</p> <p>Interpreter services (Language Line Service)</p> <p>TTDY-Hearing Impaired Services</p>		
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